

NOV 25 1953

MEMORANDUM FOR: Acting Deputy Director (Administration)

SUBJECT: Working Conditions in 350 26th Street Building  
(Riverside Stadium)

1. As a result of complaints regarding the above subject, including one made to me in the presence of the Director at the last Orientation Course, a survey has been made by this Office.

2. In addition to surveying the building, the Chiefs of all Divisions of OCD housed therein (six) were interviewed as well as thirty-four other individuals working in those Divisions. The latter group was interviewed at random in that they were selected on the basis of their physical location within the building rather than by rank or function so as to get opinions covering all areas of the building. The views of both male and female and of white and colored employees were obtained. To encourage frank expressions of feelings, each person interviewed was asked to give only his GS rating and to state the nature of his work - not to give his name.

3. Enclosed is a report of the statements made by all persons interviewed.

4. The conclusions of the survey are the following:

a. The building

✓ (1) Cleanliness:

(a) Routine cleaning of the office space of the building is inadequate. The basic difficulty is that the surface of the flooring has been badly neglected to the point that it is dust-absorbing, thus making routine sweeping ineffective.

(b) Certain other areas, specifically, the outer entrance to the building, the covered entry, the foyer area and the toilets need cleaning up or redecoration. The entrances are unkept and dirty (trash cans prominently on display; refuse, leaves and generally dirty); the partitions in the foyer area are smudged and the over-all appearance is very untidy; and the toilets show infrequent cleaning and lack of attention (when inspected, one had not been mopped up following what appeared to have been a flooding resulting from an improper mechanical adjustment.)

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(c) Vermin are present.

(2) Ventilation: The air is not cleaned and changed frequently enough. Efforts to correct this, such as opening windows, are inadequate and unsatisfactory in that drafts are created.

(3) Lighting: The volume of light is satisfactory. Such complaints as were registered were prompted more by the nature of the lighting than by the lack or excess of it. In short, there probably always would be some complaint regardless of what type of lighting is employed.

(4) Heating: Other than for draft situations related to ventilation, the heating of the building is satisfactory.

(5) Space: Adequate

(6) Operational layouts: Satisfactory

(7) Noise: This includes the distraction of the greater volume of movement visible in an open area large office. With the minor exception of a few additional screens for the Liaison Division and possibly the Card Punch room of the Machine Division, the situation is satisfactory.

(8) Flooring: Certain of the areas of the Machine Division require reflooring or repair of flooring.

b. Personnel

(1) Turnover: An examination of Agency personnel statistics for the months of June, July, and August 1953, with particular emphasis on T/O authorizations, on duty strength, grade structure and separation rate, results in the following conclusion: Approximately 50% of the OCD authorizations and personnel are located in RISTA, and OCD has the greatest number of low-ranking clerical employees in the DD/I complex. Their separation rate is approximately two-tenths of a per cent higher than that of the over-all DD/I rate. It is concluded, therefore, that considering the mitigating factors working against OCD, their separation rate is in keeping with the DD/I average.

(2) Morale: Good, this view being based both on the interviews and on the information provided by Chiefs of Divisions about practices designed to prevent and to detect and remedy discontent before problem cases arise.

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5. Based on the above findings, the following recommendations are made, some of them being general rather than specific for the reason that this Office is not qualified to determine the feasibility of technical or mechanical changes, e.g., ventilation equipment:

a. Cleanliness:

(1) The surface of the flooring should be treated in some way to make it non-dust absorbing (by waxing, varnishing or other appropriate surface preservative) and, after this is done, routine sweepings plus treatment should be of sufficient frequency to maintain acceptable cleanliness.

(2) The mentioned areas should be cleaned to keep refuse and loose dirt at an acceptable minimum, trash cans should be moved back out of a prominent position, and partitions should be painted and then repainted with sufficient frequency to maintain an appearance of tidiness. Appropriate attention should be given to the toilets to ensure that routine cleaning is adequate, and that general cleanliness (e.g., painting of woodwork and floorboards) and proper inspection of facilities should be maintained.

(3) As there are unpaved areas outside the building, more than a normal amount of dirt is tracked into the Stadium. One way possibly to correct this would be to put broad wall-to-wall sections of heavily underpadded carpeting or mat material at the entrances so that everyone would be obliged to take several steps on a surface which would remove most loose dirt. Such a cleaning section of course should be cleaned daily.

(4) When repair or other work produces dust or other fine residue it should be cleaned up immediately and not left to be tracked all over the building - or get into the air conditioning system.

(5) Steps should be taken to eradicate vermin.

b. Ventilation: Some equipment to ensure adequate changing and cleaning of the air is needed. Possibly this could be effected by modifying existing equipment (perhaps the filtering components are not functioning properly) or possibly exhaust fans should be installed which, during non-working hours would effect a rapid and complete air change and then, at a minimum speed, prevent the present build-up of stale air during the working day.

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c. Noise (including traffic distraction): The few screens desired by the Liaison Division should be provided.

d. Flooring: The reflooring the Machine Division has requested should not be delayed. Mr. [REDACTED] of General Services, Ext. 2168, is currently endeavoring to reach an agreement with PBS.

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LYMAN B. KIRKPATRICK  
Inspector General

Enclosure

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Statements Made During Survey of 350 26th Street Building  
(Riverside Stadium)

Liaison Division

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Chief :

Authorized T/O :

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Personnel on Board:

Comments of Chief: During the initial talk, Mr. [REDACTED] mentioned the following features about which there have been complaints: dampness and cold from the wall (Liaison Division is located at the south end of the building), drafts from the windows, ineffective ventilation, and inadequate cleaning service. During the final talk with Mr. [REDACTED] and in reply to inquiry as to the morale situation, he said he considers it good as an effort is made to conduct operations in such a way as to develop and maintain a team spirit. 25X1A9a 25X1A

Interviews:

GS-4 Secretary (female): Temperature not always satisfactory but this not advanced as a serious personal problem as subject recognized it to be a problem inherent in any large building; likes open effect of Stadium; happy in her work (this volunteered - not in answer to a direct question).

GS-4 Information Control Clerk (male): Traffic somewhat disconcerting but expects new screens to better this; happy in his work (this volunteered).

GS-7 Disseminator (male): Lack of partitions contributes to undesirable hubbub; layout is efficient, especially after recent change; dust situation bad and not enough cleaning service.

GS-7 Intelligence Information Clerk (female): Place is dirty due to infrequent cleaning service; happy in her work (volunteered).

GS-9 Information Control Officer (male): Draft bad (he sits under the windows).

GS-9 Information Control Officer (female): Place not kept clean, i.e., lack of adequate cleaning service; distraction of traffic noticed but not to degree to be a problem; considers air conditioning "marvelous"; generally quite satisfied with things as they are.

GS-11 Information Control Officer (male): Recent change has materially improved situation; ventilation not good.

GS-13 Liaison Branch Chief (male): Distraction through traffic movement bad but expected new screens will help if not correct; openness not good security situation (but no breaches occurred).

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Machine Division

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Chief :

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Authorized T/O :

Personnel on Board:

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Comments of Chief: During the initial talk, Mr. [REDACTED] mentioned the following features about which there have been complaints: light, ventilation, unclean toilets, bad condition of floors, and lack of adequate cleaning service. Regarding the floors, Mr. [REDACTED] said that a request is presently pending before PBA for resurfacing in some sections. During the closing talk, he expressed the belief that morale is good in his Division for the double reason that it is made clear to anyone entering the Division that the door is open for any complaints they may have and that there is a representative from each unit forming an informal group which has as its purpose the consideration of problems or complaints.

Interviews:

GS-3 Card Punch Operator (female, colored): Floors not kept clean; flooring not level.

GS-3 IBM Trainee (male): No complaints; finds co-workers helpful.

GS-4 Tab Operator (female): Flooring uneven (Note: It was very bad.); inadequate cleaning; small room with many machines should have better soundproofing.

GS-5 Operator Supervisor of IBM Equipment (male): Room (Machine Room No. 3) inadequately cleaned; happy in his work.

GS-7 Project Planning officer (male): No complaints.

GS-7 Lab. Mechanic (male): Recent reorganization makes room (FAXCARD Room) satisfactory now.

Industrial Register Division

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Chief :

25X9A2

Authorized T/O :

Personnel on Board:

Comments of Chief: During the initial talk, Mr. [REDACTED] said that he had received only one complaint subsequent to the recent change: a woman employee attributed her cold to a draft from the ventilating equipment (she being seated near the end of the building). There was a draft and it has been corrected. In his view, [REDACTED] considers the stadium as generally good quarters - at least better than M Building. The recent

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move has given his Division more room and he is satisfied. During the closing talk, Mr. [REDACTED] described the morale of his Division as good with no troublemakers.

Interviews:

GS-4 Clerk-typist (female): The recent move has improved the situation generally; on occasion she feels a draft but not to constitute a problem.

GS-4 Clerk-typist (female): No complaints; described herself as "quite well pleased."

GS-5 Clerk (female): No complaint and no problem.

GS-9 Industrial analyst (male): No strong feeling, but considers that an orthodox office would be better; only specific complaint, not vehement, was that ventilation not too good.

GS-9 Classification analyst (male): No complaint; no problem.

GS-11 Area analyst (male): Described himself as "perfectly happy."

GS-12 Assistant Section Chief (male): Only observation was that ventilation not as good as could be desired.

Administrative Staff:

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Chief : Miss [REDACTED]

Authorized T/O : [REDACTED]

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Personnel on Board: [REDACTED]

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Comments of Chief: Miss [REDACTED] was asked to comment on complaints and observations re working conditions registered with her as Chief of Admin. She said major complaint is lack of ventilation, and next is lack of cleanliness, with particular reference to rest rooms and floors. Floors badly need waxing or finishing and will always need such treatment on frequent basis. She also mentioned periodic appearance of mice and cockroaches.

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Miss [REDACTED] mentioned majority of individuals grateful for installation of air conditioning; recent removal of Biographic Index to North Building also helped morale, by making more space available to remaining units.

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Interviews:

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Because of size and nature of this staff, only other person interviewed was Mrs. [REDACTED] Personnel Officer. She recited in essence Miss [REDACTED] observations. Also commented that conditions now immeasurably better than first six months, which can be described as horrible. Only other specific suggestion was to install more "blower" (hand-drying) machines in all restrooms.

Library Division

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Chief : [REDACTED]  
Authorized T/O : [REDACTED]  
Personnel on Board: [REDACTED]

Comments of Chief: Library Division has an Advisory Committee, composed of representative of each unit, which meets monthly and registers any type complaint. Minutes of this group were reviewed. Based on these, and Chief's observations, major complaints would be: (a) Lack of ventilation. Chief suggested opening windows on north and south side of building on a scheduled basis during morning and afternoon; (b) Lack of cleanliness and particularly offensive odors in mens' restroom located in NE corner of building; (c) Install cindered walking paths from parking areas to entrances of building; (d) Repaint interior walls a light pastel shade, for reflection of light and ease on eyes.

Interviews:

GS-9 Acting Section Chief (male): Ventilation is entirely inadequate leading to a "groggy" mental condition in the late afternoons; heat seems to lack control, too hot or too cold.

GS-5 Analyst (female): Floors are filthy and need continuing waxing. Poor standard of cleanliness in NE corner ladies' restroom. Fluorescent lights are harsh and "flickering" lights are not removed quickly enough.

GS-7 Analyst (male): Ventilation extremely poor and standard of cleanliness too low.

GS-4 Clerk (male): This interview was rather difficult to conduct inasmuch as all section members were deployed on an expedition to corner and eradicate a MOUSE. Interviewer offered moral support and proceeded to next interview.

GS-4 Clerk (colored female--21 months in RISTA) Complained of drafts which were self-evident, in wire enclosed mail room. Showed interviewer mice droppings in desk drawer. Said more space and a more completely stocked supply room would be desirable (stated lack of paper clips, Arrow-brand staples, Monarch staples).

GS-5 Information Control Clerk (male): Poor ventilation and existence of cockroaches. Has submitted a suggestion to Incentive Awards Committee to install exhaust fans throughout the building restrooms.

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GS-3 Clerk (female): Complained of poor ventilation and drafts, drafts being felt by interviewer.

GS-9 Book Purchaser (male): Ventilation and existence of drafts; filth of floors.

GS-4 Library Assistant (female): Poor ventilation; also complained of furnace fumes resulting from poor combustion of fuel.

GS-9 Covert Order Librarian (female): Poor ventilation and filth on floors; if women wear open-toed shoes, their feet are actually dirty at the end of day.

GS-5 Microfilm Unit Supervisor (female): Unit established in glass-enclosed booth, which has some raw wooden flooring badly in need of treatment, and likewise for steps leading to booth; cockroaches periodically present.

Operations Staff

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Chief :

Authorized T/O :

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Personnel on Board:

Comments of Chief:

Lack of proper ventilation, insufficient standard of cleanliness, and "zoo-type" odors when first entering the building on wet days.

Interviews:

GS-11 Staff Officer (male) No personal complaints, but aware of collective feeling re inadequacy of ventilation and dissatisfaction with lighting. While he described that complaint on lighting was inadequacy he felt people really meant harshness of fluorescent fixtures.

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